

## *NH Veterans Home Staff Member Receives "Above and Beyond" Award.*

TILTON, NH – Colleen Burns, Registered Nurse II on the Tarr South Unit of the New Hampshire Veterans Home (NHVH) in Tilton, recently received the Home's Above and Beyond Award. The award was created to recognize employees who are committed to excellence and superior performance. Colleen's duties include administering medications; assessing residents' mental, emotional, and physical needs; updating residents' Plans of Care; transcribing physician orders; and maintaining the residents' safety.

Colleen says, "I can't help but smile when I get off the elevator and see the residents sitting in the chairs at the change of shift. When I see them smile back, I realize I do make a difference—and that makes me happy."

According to Melissa Milione, NHVH Human Resources Director, Burns was nominated by her co-workers and NHVH residents for the award. Some of her fellow staff said, "Colleen is an excellent nurse. She is reliable and dependable." "She treats residents and their families with respect, dignity, and kindness. In addition to performing her duties, she finds time to listen to residents' concerns—she provides encouragement, emotional support, and tries to address their problems immediately. She is also always willing to help her co-workers."



Several NHVH residents added, "She cares about everyone and will help you any way she can. She's always happy and thoughtful, and very smart about a lot of the troubles we have." "She's always attentive and pleasant—a very good listener. She is sincere, has a great sense of humor, and is an exceptionally fine person who shows maturity in judgment. She's very perceptive and professional—a real sweetheart." "Colleen takes time out of

her busy schedule to spend one-on-one time with the residents, especially those with no family. She learns each resident's likes and dislikes, and works with each one individually."

Diane Cooper, RNBC, her supervisor, adds, "Colleen takes time to sit and talk with all residents. She actively listens, and validates concerns. She goes Above and Beyond when a resident is dying, making sure they are pain-free and comfortable. She is a great comfort to residents and their families."

Burns, who lives in Northfield with her two cats, a mouse, and four chickens, has worked at the Veterans Home for four and a half years. When she's not working, Colleen enjoys camping, painting, watching Mixed Martial Arts or Ultimate Fighting Championships, and tending to animals. She's shared her love of boxing with her residents by bringing in tapes for them to watch, and she's helped spread Red Sox fever by bringing in pizza and appetizers for the residents during Sox games.

Of her work at the Veterans Home she says, "I love my job. I feel like I'm the lucky one, having the honor to care for the men and women who live here. I enjoy talking with them and learning their history—what they did for work, their family life, and service duties. I'm proud to be part of the NHVH Team!"